

MiScorecard Performance Summary

Agency: Bureau of Health Care Services

Acting Director Kimberly Gaedeke

Period: November 2012 (Posted: 12/14/12)

SCORECARD

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Bureau of Health Care Services							
Health Professions License Issuance Timeliness		➡	90%	95.0%	95.0%	Monthly	Percent Completed w/in 8 Weeks of Full Submission
Health Professions Licensing Division		➡	80%	95.0%	95.0%	Monthly	Calls received answered within 7 minutes
Health Professions Licensing Division		⬆	80%	84.0%	80.0%	Monthly	Criminal Background checks for long term care employment completed within 48 hours
Health Professions Investigations Division		⬇	85%	86.2%	92.0%	Monthly	Investigation cases completed within the fiscal year assigned
Health Professions Investigative Complaint Drafting		⬇	75%	71.2%	87.6%	Monthly	Percent Drafted with 22 Days of Assignment
Medical Marijuana Application Processing		➡	95%	100.0%	100.0%	Monthly	Medical marijuana card rejection letters issued within 20 days of receipt of application for those ineligible (original applications)
Health Facility Engineering		⬆	90%	96.9%	94.5%	Quarterly	Percent compliance within 6 week time standard for construction plan review
Radiation Safety Section		➡	95%	100.0%	100.0%	Quarterly	Processing of registrations for ionizing radiation equipment within 10 work days
Health Facility Licensing & Certification		⬇	100%	92.9%	98.6%	Quarterly	Completion of non long term care targeted survey work load (including CLIA) Total of 279 Surveys
Health Facility Complaint Investigation Unit		➡	20	15.7	15.7	Quarterly	Reduce the average response time for initiating onsite investigations (days)
Nursing Home Monitoring		➡	100.0%	100.0%	100.0%	Quarterly	Standard surveys conducted annually for 100% of nursing homes.